

# DANIELA GUZMAN DIAZ

CUSTOMER SERVICE AGENT

## CONTACT INFORMATION

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📍 Bogotá, Colombia

## SKILLS

Appreciate teamwork, easy to communicate with, eager to know more.

## LANGUAGES

- Spanish
- English

## CERTIFICATIONS

- State Biliteracy Seal. NJ 2021
- Software and programming. SENA 2021
- Excel. SENA 2022

## EXPERIENCE

### Nick's Pizza

November 2018-

April 2020

#### Chef's Assistant

As a Chef's Assistant I had to organize food prep , manage registers and coordinate schedules for the rest of employees.

### Rainbow Shops

May 2020 – June

2021

Started as a sales associate for which I had to make sure deliver the best customer service and make our clients feel welcome. Moved up to Head Cashier, one of my main duties was to count all registers down and manage cashiers schedules and coordinate shipment.

### Calvin Klein

June 2021 – Jul

2021

Sales associate, had to make sure to deliver a great customer service, make sure store was tidy and aesthetically organized.

### Teleperformance

August 2021 – February

2022

Bilingual Agent; Attended calls regarding credit card inquiries in English and Spanish.

### Asurion

June 2022- September

2022

Sales and technician bilingual agent for Verizon. Had to have excellent product knowledge, built rapport with potential clients, and assist with network interaction problems.

## EDUCATION

SUMMER HILL SCHOOL- BOGOTA, COLOMBIA

WILLIAMSTOWN HIGHSCHOOL- WILLIAMSTOWN, NEW JERSEY

